

**COURT REPORTERS BOARD OF CALIFORNIA**

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November 2, 2005

RE: CRBoard Occupational Analysis

Attached for your reference is the Board's Occupational Analysis (OA) for the Certified Shorthand Reporter (CSR) license. The OA was based on a survey instrument sent to a sampling of licensees and a working group of CSRs. The OA reflects the major skill sets required of a working CSR in California. All of the Board's examinations are based on an approved OA, the last one from 1995. The attached document was initially provided to all schools on its release in 2003, and again as an attachment to the 2004 Sunset Review Report. The enclosure is a public document and is being posted to our website.

The Board is currently working with expert CSRs to develop new written test questions that include the newly identified skill sets as shown on pages 5-10 of this plan. Schools need to review this document to ensure that the curriculum incorporates all of the elements identified in the skill sets outline. You will notice that the current plan is more detailed in terms of the skill sets, then was the previous plan from 1995.

It is planned that the Occupational Analysis will be fully implemented beginning with the July 2006 examination. If you have any questions, please email Kim directly at kim_white@dca.ca.gov and we will put together a FAQ document for everyone to share that addresses those questions.

Thank you,

David E. Brown
Executive Officer

Enclosure

pc: Kim White

COURT REPORTERS BOARD OF CALIFORNIA

CERTIFIED SHORTHAND REPORTER



This report was written and produced by
the staff of the Office of Examination Resources,
California Department of Consumer Affairs.

Tracy A. Ferrel, Ph.D., Chief

March 2003

Revised - December 2003

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CHAPTER 1. INTRODUCTION

PURPOSE OF THE OCCUPATIONAL ANALYSIS

The Court Reporters Board of California (CRBC) requested that the Department of Consumer Affairs, Office of Examination Resources (OER), conduct a validation study to identify critical job knowledge required by certified shorthand reporters (CSR). This occupational analysis is part of the Board's comprehensive review of the practice of certified shorthand reporters in California. The purpose of the occupational analysis is to define practice for CSRs in terms of the actual knowledge that new licensees must have to perform safely and competently. The results of this occupational analysis serve as the basis for the examination program for the CSR.

CONTENT VALIDATION STRATEGY

To ensure that the occupational analysis reflects the actual knowledge CSRs need, OER implemented a content validation strategy to describe the content of the job. The content validation strategy establishes the link between the CSR's job and the knowledge required to perform the job, using the technical expertise of CSRs.

UTILIZATION OF EXPERTS

The Board identified CSRs that represent diverse practice settings. These CSRs provided technical expertise in all phases of the occupational analysis. Some of the CSRs participated in individual interviews, and others participated in panel meetings to develop and review knowledge statements. A number of recently licensed CSRs were included in interviews and panel meetings to ensure that the results of the occupational analysis reflect current practice.

ADHERENCE TO LEGAL STANDARDS AND GUIDELINES

Several statutes, guidelines, and case law serve as standards for the basis of licensure, certification, and registration programs in California. These include Section 139 of the Business and Professions Code, Government Code, Section 12944, Federal Uniform Guidelines on Employee Selection Procedures, and the Civil Rights Act of 1991. For a licensure program to meet these standards, it must be based upon the knowledge that CSRs must have to perform the job.

CHAPTER 2. EXAMINATION OUTLINES

OVERVIEW

The dictation examination outline is structured into two content areas, the English examination outline is structured into one content area, and the professional practice examination outline is structured into six content areas (see Tables 1, 2, and 3). Each content area is weighted proportionately relative to other content areas. The examination outlines specify the job knowledge that a CSR is expected to master at the time of licensure. Examinations should be based directly on the examination outlines. The knowledge statements in the examination outlines are listed in order of mean importance.

Table 1 - Summary of content areas of the Dictation Examination

Content area	Number of Knowledge Statements in Content Area	Knowledge Indices in Content Area	Area Weight (%)
I. Verbatim Reporting Skills	2	9.43	29%
II. Language Skills	5	23.15	71%
Totals	7	32.58	100%

Table 2 - Summary of content areas of the English Examination

Content area	Knowledge Statements	Knowledge Indices	Area Weight (%)
II. Language Skills			
	Knowledge of standard rules for spelling.	4.66	20%
	Knowledge of general English vocabulary.	4.79	21%
	Knowledge of standard English grammar and word usage.	4.78	21%
	Knowledge of rules of standard punctuation.	4.73	20%
	Knowledge of common synonyms and homonyms.	4.19	18%
Totals		23.15	100%

Table 3 - Summary of content areas of the Professional Practice Examination

Content area	Number of Knowledge Statements in Content Area	Knowledge Indices in Content Area	Area Weight (%)
II. Language Skills	4	16.13	12%
III. Professional Practices	14	48.50	36%
IV. Transcript Production	14	48.88	37%
V. Sales and Distribution of Products and Services	3	9.01	7%
VI. Applied Technology	3	11.33	8%
Totals	38	133.85	100%

NARRATIVE DESCRIPTION OF CONTENT AREAS

Narrative descriptions were developed for each content area to provide a broad perspective of each area in terms of a defining theme. The examination outlines presented in Table 4 include these narrative descriptions. The knowledge statements within each examination outline are listed in descending order of criticality.

CONTENT AREAS AND SUBAREA WEIGHTS

The relative weight of the content area in the examination outlines represent the sum of the critical knowledge indices for a content area divided by the overall sum of the critical knowledge indices for all knowledges. For example, if the sum of the critical knowledge indices for “II. Language Skills – Professional Practice Examination” in the examination outline is 16.13, the weight of that content area (12%) is calculated by dividing the sum of the critical knowledge indices (16.13) by the overall sum of the critical knowledge indices (133.85).

TABLE 4 - EXAMINATION OUTLINES FOR CERTIFIED SHORTHAND REPORTER

DICTATION EXAMINATION OUTLINE

I. Verbatim Reporting Skills (29%) - This area assesses the candidate's ability to report proceedings verbatim at a prescribed speed.

K1.	Knowledge of methods and techniques for verbatim reporting of proceedings at a prescribed speed.
K2.	Knowledge of effective methods to distinguish multiple speakers.

II. Language Skills (71%) - This area assesses the candidate's knowledge of English grammar, punctuation, specialized vocabularies, spelling, word usage, and the use of reference sources.

K9.	Knowledge of standard rules for spelling.
K8.	Knowledge of general English vocabulary.
K7.	Knowledge of standard English grammar and word usage.
K10.	Knowledge of rules of standard punctuation.
K11.	Knowledge of common synonyms and homonyms.

ENGLISH EXAMINATION OUTLINE

II. Language Skills (100%) - This area assesses the candidate's knowledge of English grammar, punctuation, specialized vocabularies, spelling, word usage, and the use of reference sources.

K9.	Knowledge of standard rules for spelling. (20%)
K8.	Knowledge of general English vocabulary. (21%)
K7.	Knowledge of standard English grammar and word usage. (21%)
K10.	Knowledge of rules of standard punctuation. (20%)
K11.	Knowledge of common synonyms and homonyms. (18%)

PROFESSIONAL PRACTICE EXAMINATION OUTLINE

II. Language Skills (12%) - This area assesses the candidate's knowledge of English grammar, punctuation, specialized vocabularies, spelling, word usage, and the use of reference sources.

K6.	Knowledge of common medical prefixes, suffixes, and roots.
K5.	Knowledge of common medical terms and phrases.
K4.	Knowledge of standard legal terms and phrases used in civil and criminal litigation.
K3.	Knowledge of reference sources for specialized technical terms.

III. Professional Practices (36%) - This area assesses the candidate's knowledge of codes, rules, regulations, and professional conduct for reporting proceedings.

K23.	Knowledge of codes and regulations regarding impartiality of the reporter.
K16.	Knowledge of reporter's responsibility to interrupt or stop the proceedings to ensure the accuracy of the record.
K24.	Knowledge of state regulations pertaining to archiving of stenographic notes on paper or electronic media.
K15.	Knowledge of codes pertaining to when to go on and off record in deposition.
K22.	Knowledge of code authority for CSR to administer oaths.
K14.	Knowledge of standard deposition procedures and protocols.
K13.	Knowledge of codes and regulations governing depositions.

III. Professional Practices (Continued)

K26.	Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter.
K12.	Knowledge of standard court procedures and protocol.
K17.	Knowledge of codes pertaining to disclosure of personal or financial conflicts of interest.
K18.	Knowledge of responsibility to disclosure of services and products to all parties.
K25.	Knowledge of protocols for marking and handling of exhibits in depositions.
K20.	Knowledge of procedures to cite a witness.
K19.	Knowledge of procedures for suspension of deposition proceedings.

IV. Transcript Production (37%) - This area assesses the candidate's knowledge of transcript preparation including codes procedures, and formats.

K31.	Knowledge of requirements for setup of title and appearance pages in certified transcripts.
K28.	Knowledge of procedures to indicate in the body of a certified transcript where exhibits are marked and received.
K29.	Knowledge of procedures to create a witness and exhibit index for the certified transcript.
K27.	Knowledge of standard formats for case law citations.
K32.	Knowledge of procedures to attach exhibits to certified transcripts.
K30.	Knowledge of codes pertaining to Minimum Transcript Format Standards for legal proceedings.

IV. Transcript Production (continued)

K33.	Knowledge of protocols for preparing excerpts or partial transcripts of legal proceedings.
K45.	Knowledge of requirements for certification of transcripts.
K34.	Knowledge of codes and procedures for timely transcript preparation.
K43.	Knowledge of duties related to transcription of notes in civil proceedings.
K46.	Knowledge of procedures and protocols pertaining to sealed and/or confidential transcripts.
K48.	Knowledge of codes pertaining to changes and/or corrections on certified transcripts.
K39.	Knowledge of codes pertaining to availability of and signing of original certified transcript by deponent.
K38.	Knowledge of codes pertaining to waiver of signature on a deposition.

V. Sales and Distribution of Products and Services (7%) - This area assesses the candidate's knowledge of codes and protocols regarding sales and distribution of products and services.

K49.	Knowledge of codes pertaining to disposition of certified original transcripts by deposition officer.
K51.	Knowledge of code authority to sell transcripts to parties or nonparties.
K57.	Knowledge of codes pertaining to responsible parties for payment of services.

VI. Applied Technology (8%) - This area assesses the candidate's knowledge of technology applicable to court reporting.

K58.	Knowledge of computer-aided transcription technology, equipment, and its usage.
K61.	Knowledge of procedures to maintain transcript files on electronic media.
K59.	Knowledge of interactive realtime reporting applications.

CHAPTER 3. DEVELOPMENT OF EXAMINATION OUTLINE

USE OF CRITICAL INDICES

The critical indices for the knowledge statements were used as guidelines by a panel of subject matter experts to establish the criticality of individual items and evaluate the consequences of selecting a particular “cutoff” value.

CRITICAL IMPORTANCE INDEX

To obtain a critical importance index for each knowledge statement, the mean importance (I) for each knowledge statement was calculated.

$$\text{mean critical importance index} = (\text{mean I})$$

CRITICAL ACQUISITION INDEX

To obtain a critical acquisition index for each knowledge statement, the mean acquisition (A) for each knowledge statement was calculated. The acquisition scale was recoded for statistical analysis and ease of interpretation. The scale was originally coded in the questionnaire where 1 = “Only before registration,” 2 = “Mostly before registration,” 3 = “Mostly after registration,” and 4 = “Only after registration.” These options were recoded where 1 = “Only after registration,” 2 = “Mostly after registration,” 3 = “Mostly before registration,” and 4 = “Only before registration.” Option 0 remained the same.

$$\text{mean critical acquisition index} = (\text{mean A})$$

A panel of twelve CSRs evaluated the importance and acquisition indices and selected a mean importance of 2.72 and/or a mean acquisition of 1.29 as the boundary above which knowledge statements would be retained and below which knowledge statements would be eliminated. Seventeen knowledge statements were eliminated (see shaded item in Appendix A). These knowledge statements were eliminated as a result of discussion by the panel, which lead to the determination that these statements were acquired only after licensure and therefore should not be tested within the examinations.

ASSIGNMENT TO EXAMINATION TYPE

The last step in the development of the examination outline was to determine which knowledge statements were best suited for the Dictation, English, and Professional Practice examinations. This step was completed by the same panel of CSRs who evaluated the results of the critical indices.

CHAPTER 4. QUESTIONNAIRE

INTERVIEWS

During the semistructured telephone interviews, CSRs were asked to identify major content areas of their practice and the job knowledge necessary to perform the job safely and competently.

LIST OF JOB KNOWLEDGE STATEMENTS

Using the information gathered during the interviews and prior occupational analysis work, OER developed a preliminary list of job knowledge statements so that the statements had a consistent format and language. The list was then organized into functional dimensions or content areas of practice.

Two panels of CSRs were convened to evaluate the technical and conceptual accuracy and comprehensiveness of the content areas, including the job knowledge statements. The panels also determined whether the scope of the knowledge statements were independent and nonoverlapping. New knowledge statements were developed as needed.

OER then developed a questionnaire based on the list of job knowledge statements. A draft of the questionnaire was evaluated by approximately seven CSRs who served as subject matter experts in earlier phases of the occupational analysis. Their comments were incorporated into the final questionnaire.

DISTRIBUTION OF QUESTIONNAIRE AND RESPONSE RATE

The questionnaire (see Appendix B) was distributed to a sample of CSRs practicing in California (N=2,026). These CSRs were asked to provide general background information about themselves and their practice. Further, the respondents were asked to rate each knowledge statement in terms of how important a knowledge (IMPORTANCE) was to performance of their current job and at what point they acquired the knowledge (ACQUIRED).

Five hundred and twenty-four CSRs (27%) returned the questionnaire. This response rate reflects an adjustment as a result of questionnaires being returned as “undeliverable.” Specifically, the adjustment is five percent of the original sample size (N of 1,925 = .05 x 2026).

RELIABILITY OF RATINGS

All ratings from the questionnaire were evaluated with a standard index of reliability called coefficient alpha (α). Coefficient alpha is an estimate of internal-consistency reliability of the respondents' ratings of job knowledge statements in the questionnaire. Coefficients were calculated for all respondent ratings of knowledge statements, including knowledge statements that were eliminated after analysis.

Tables 3 and 4 list the reliability coefficients for the knowledge statements in each content area. That is, respondents rated the knowledge statements consistently throughout the questionnaire.

TABLE 5 - RELIABILITY COEFFICIENTS FOR KNOWLEDGE STATEMENTS

Content area	Number of Knowledge Statements	$\alpha_{\text{importance}}$	$\alpha_{\text{acquisition}}$
I. Verbatim Reporting Skills	2	.41	.40
II. Language Skills	9	.78	.83
III. Professional Practices	15	.90	.90
IV. Transcript Production	22	.90	.91
V. Sales and Distribution of Products and Services	9	.83	.79
VI. Applied Technology	5	.66	.63

DEMOGRAPHIC RESULTS

Most of the respondents could be described in terms of the following demographic data (see Figures 1-9 and Tables 6-8):

- licensed 0 – 5 years as a CSR;
- work 40 or more hours per week;
- primarily work in an urban setting;
- classify themselves as freelance reporters; and,
- spend the majority of their time reporting depositions.

FIGURE 1 – JOB CLASSIFICATION

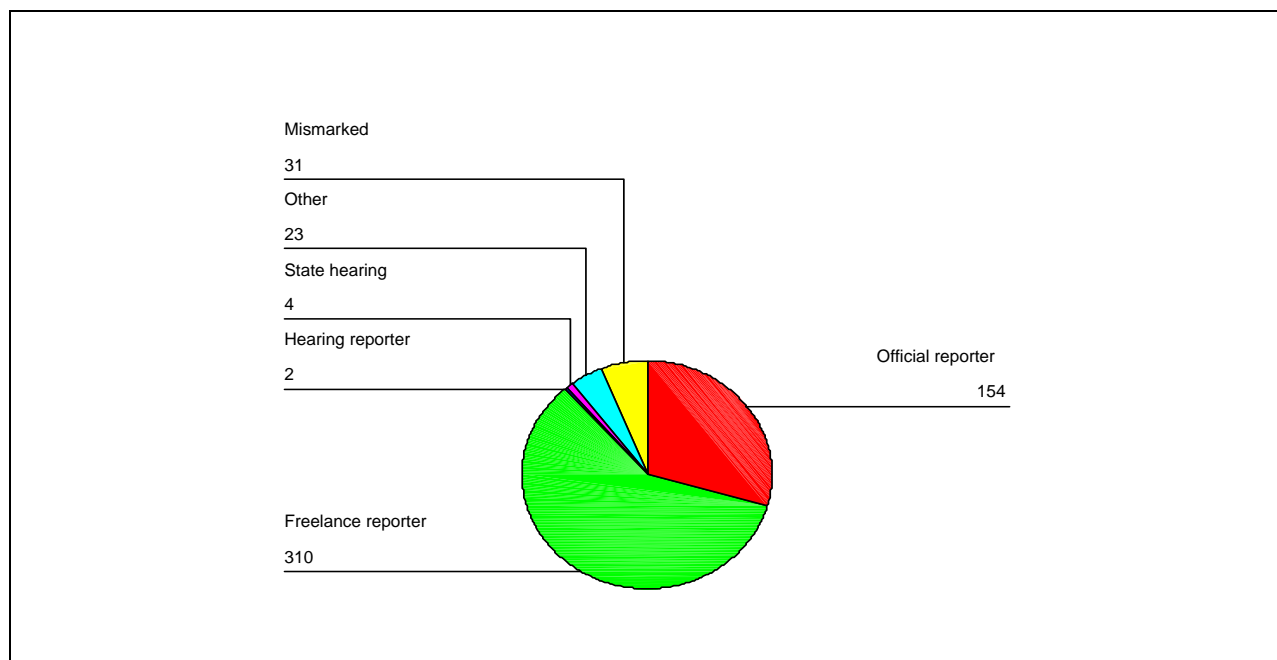


FIGURE 2 – TYPE OF PRIMARY WORK SETTING

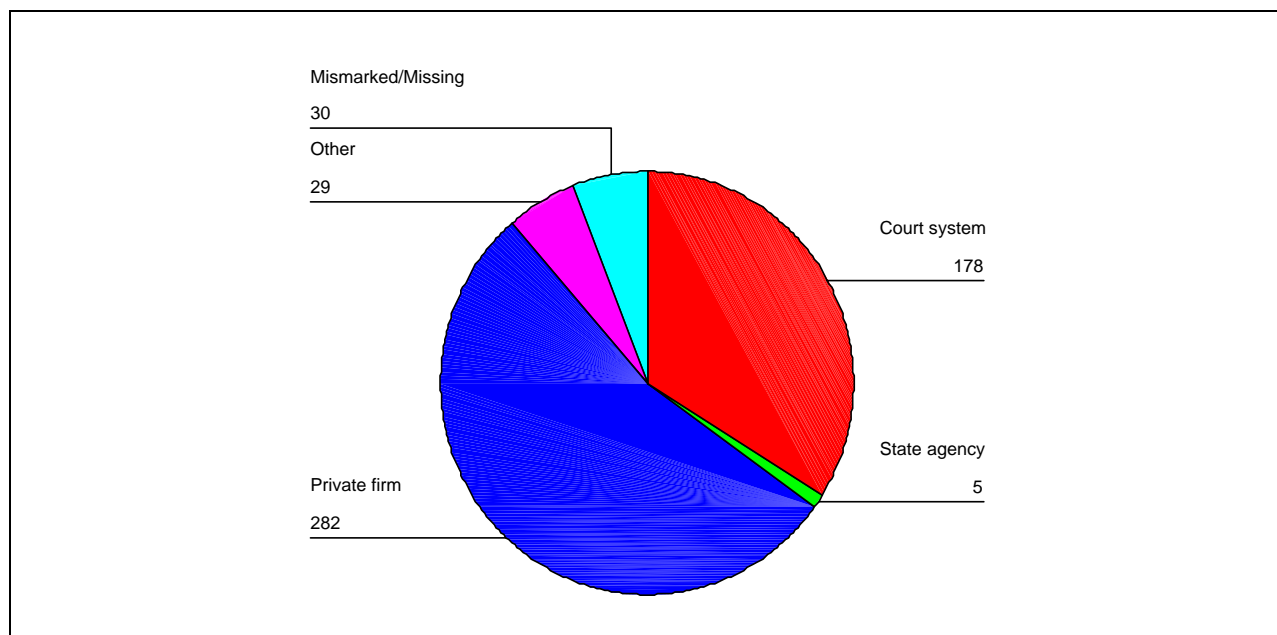


FIGURE 3 – NUMBER OF YEARS AS A CERTIFIED SHORTHAND REPORTER

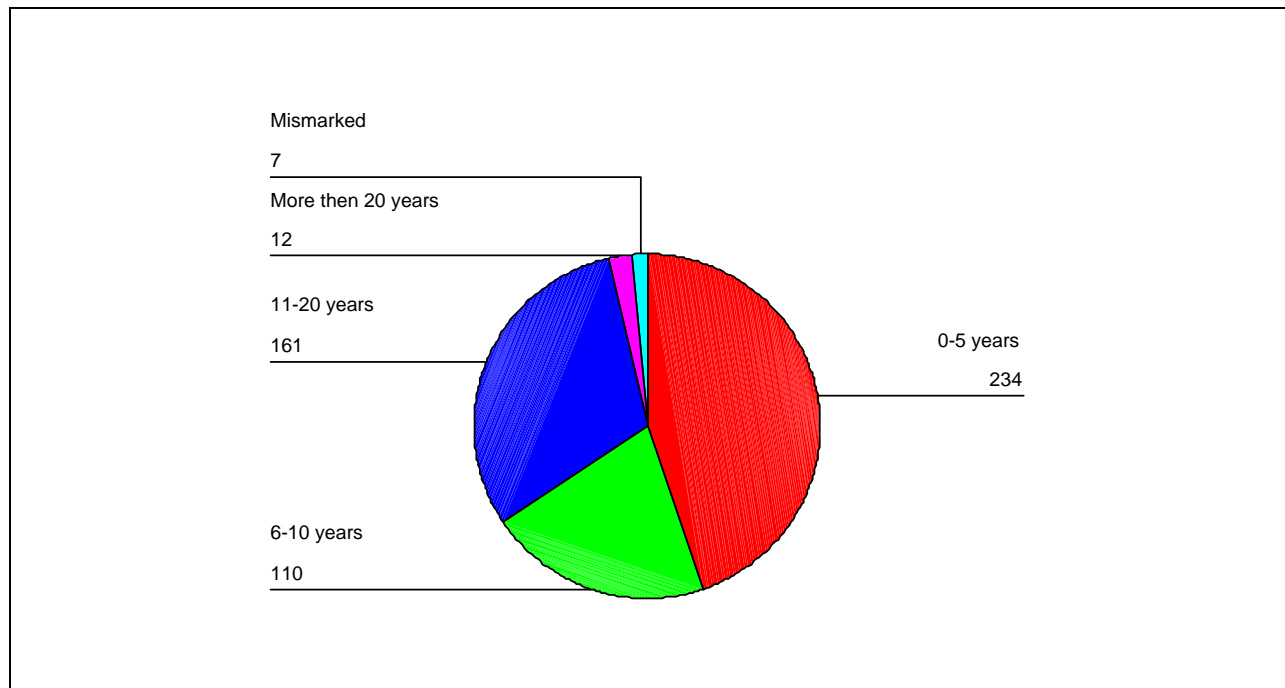


FIGURE 4 – HOURS WORKED PER WEEK AS A CERTIFIED SHORTHAND REPORTER

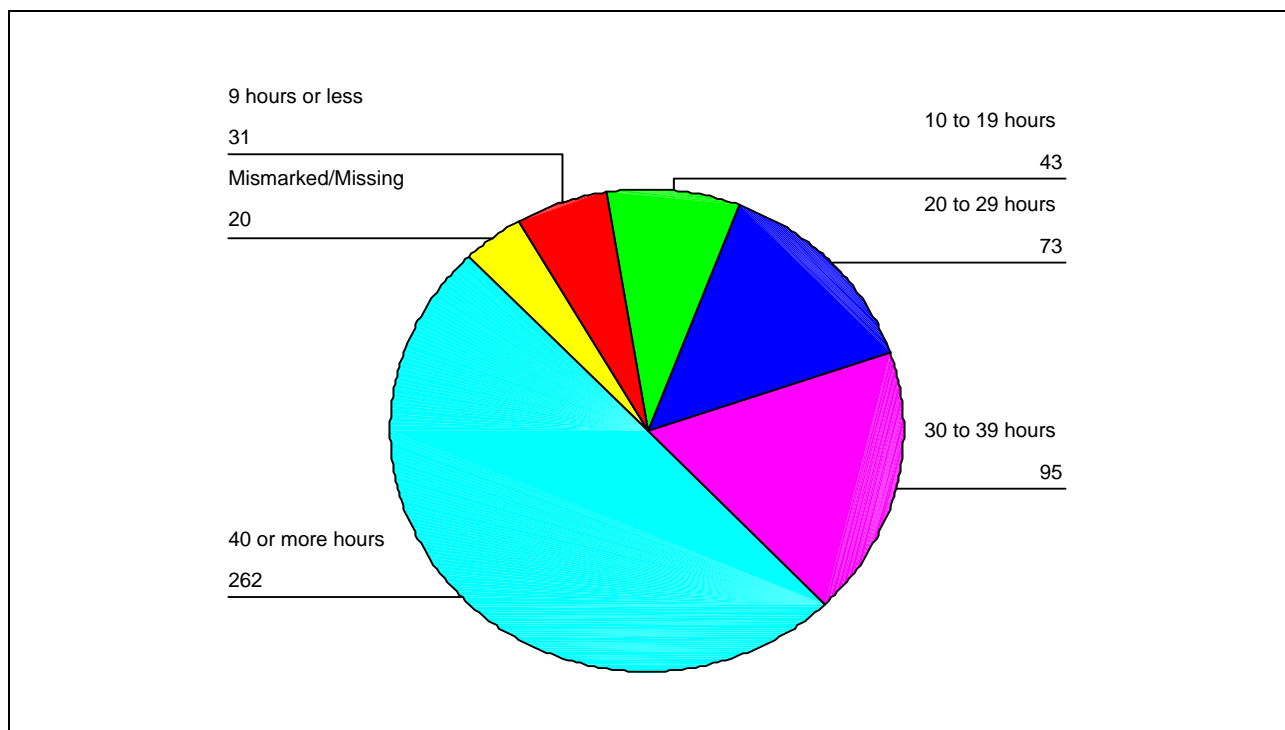


FIGURE 5 – MAJORITY TYPE OF REPORTING

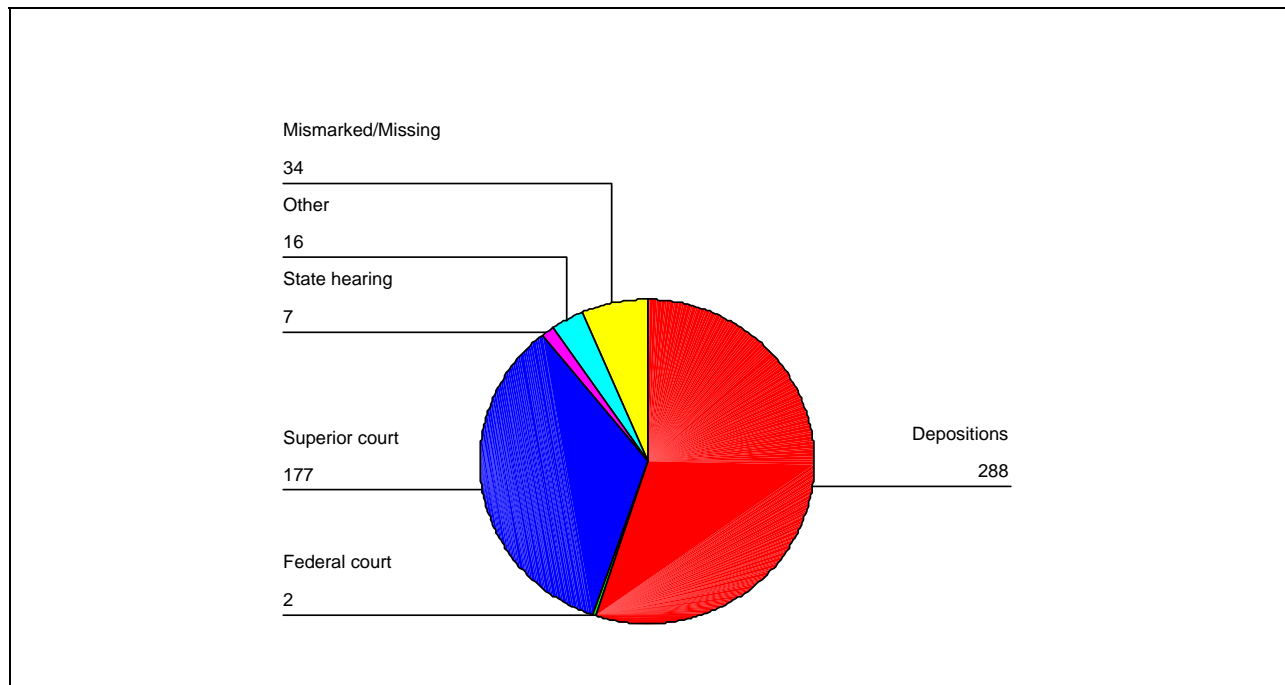


FIGURE 6 – PRIMARY MEANS OF TRANSCRIPTION

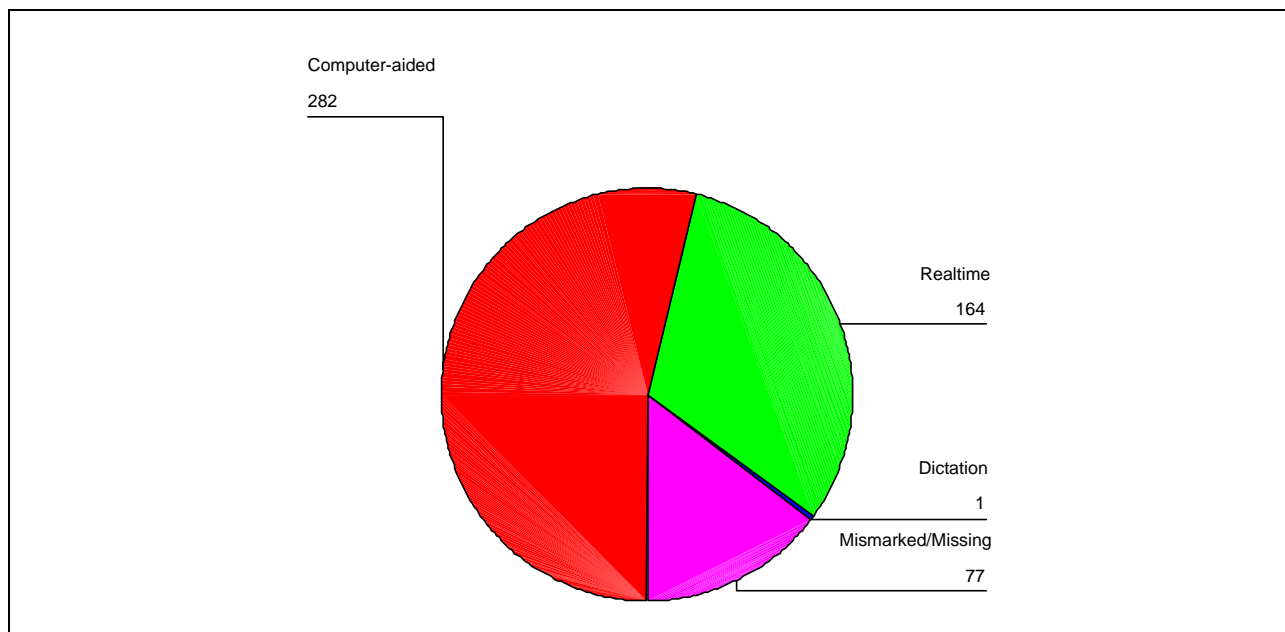


FIGURE 7 – LOCATION OF PRIMARY WORK SETTING

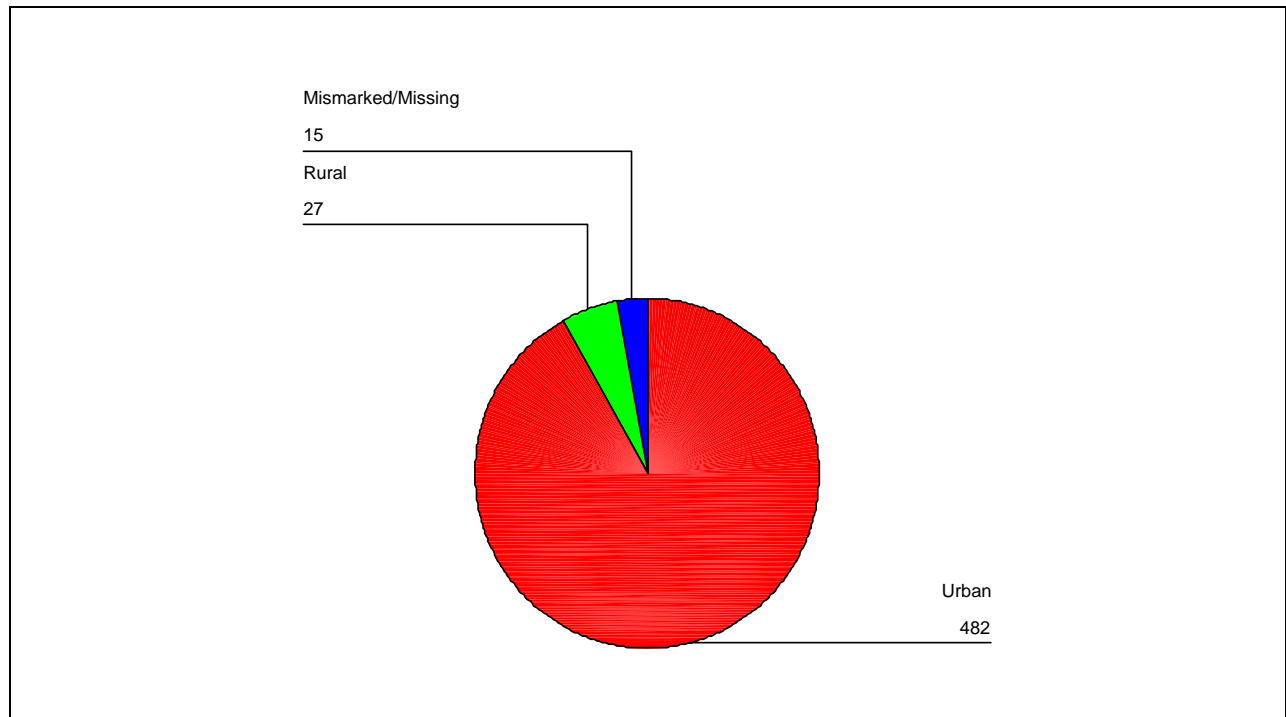


FIGURE 8 – HIGHEST LEVEL OF EDUCATION ACHIEVED

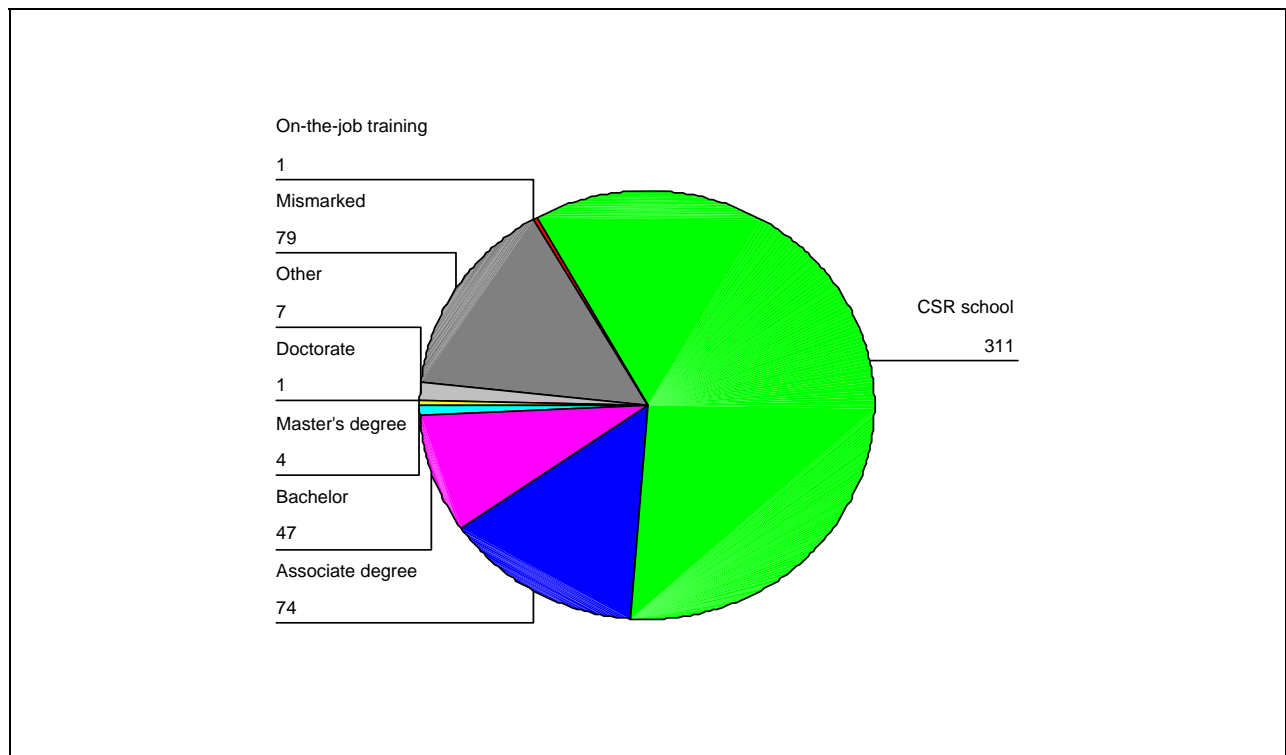


FIGURE 9 – REGION OF PRACTICE

NOTE: See Appendix C for a list of individual counties within each region and individual county response rate.

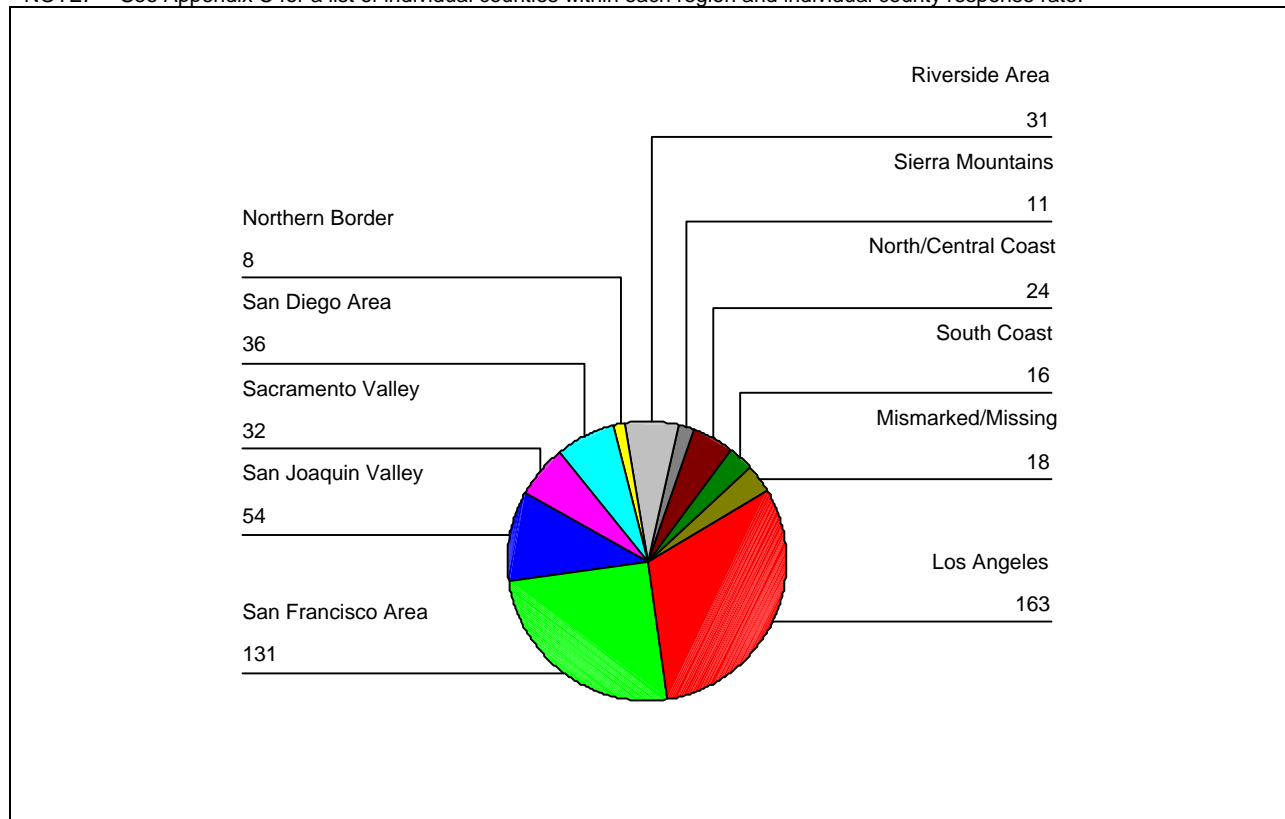


TABLE 6 – UTILIZATION OF AN ASSISTANT

Yes	333
No	177
Mismarked/Missing	14

TABLE 7 – TYPE OF ASSISTANT UTILIZED

Proofreader	234
Agency	143
Scopist	97
Production assistant	44
Note-reader	4

TABLE 8 – TYPES OF COURT CASES OR DEPOSITIONS WORKED ON

Administrative law	146
Agriculture	94
Arbitration and mediation	211
Bankruptcy	164
Broadcast captioning	10
Business litigation	335
Competency hearings	91
Computer-assisted realtime translation (CART)	82
Construction law	246
Conventions and meetings	109
Criminal law	236
Dependency law	120
Discrimination	244
Domestic	243
Employment law	242
Entertainment	72
Environmental	145
Family law	325
Forensic	115
General malpractice	237
Grand jury	31
Immigration	20
Intellectual property	80
Juvenile	184
Landlord-tenant	213
Law and motion	177
Law enforcement	120
Legal malpractice	151
Legislative	14
Maritime	43
Medical examinations	188
Medical malpractice	305
Mental health	148
Military law	6
Oil and gas	48
Patents and trademarks	105
Personal injury	418
Probate	161
Product liability	161
Public and private hearings	136
Public interest	37
Real estate	250
Tax law	36
Traffic court	62
Transportation law	26
Witness statements	184
Workers' compensation	345

CHAPTER 5. CONCLUSION

The occupational analysis of the CSR profession described in this report provides a comprehensive description of current practice. The procedures of the occupational analysis are based upon a content validation strategy to ensure that the results accurately represent practice in California. By adopting the examination outline in this report, the CRBC ensures that their examination program is job related. This report provides all documentation necessary to verify that the analysis has been implemented in accordance with legal, professional, and technical standards.

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APPENDIX A –CRITICAL INDICES FOR ALL KNOWLEDGE STATEMENTS

I. Verbatim Reporting Skills

ITEM # IN QUEST.	ITEM # IN OUTLIN E	KNOWLEDGE STATEMENTS	MEAN IMP	MEAN AQUI
1	1	Knowledge of methods and techniques for verbatim reporting of proceedings at a prescribed speed.	4.74	3.14
8	2	Knowledge of effective methods to distinguish multiple speakers.	4.69	2.83

II. Language Skills

ITEM # IN QUEST.	ITEM # IN OUTLIN E	KNOWLEDGE STATEMENTS	MEAN IMP	MEAN AQUI
2	3	Knowledge of reference sources for specialized technical terms.	4.09	2.39
9	4	Knowledge of standard legal terms and phrases used in civil and criminal litigation.	4.05	2.63
15	5	Knowledge of common medical terms and phrases.	4.06	2.86
21	6	Knowledge of common medical prefixes, suffixes, and roots.	3.93	3.16
27	7	Knowledge of standard English grammar and word usage.	4.78	3.18
33	8	Knowledge of general English vocabulary.	4.79	3.20
38	9	Knowledge of standard rules for spelling.	4.66	3.34
43	10	Knowledge of rules of standard punctuation.	4.73	3.20
47	11	Knowledge of common synonyms and homonyms.	4.19	3.23

III. Professional Practices

ITEM # IN QUEST.	ITEM # IN OUTLIN E	KNOWLEDGE STATEMENTS	MEAN IMP	MEAN AQUI
3	12	Knowledge of standard court procedures and protocol.	3.37	2.00
10	13	Knowledge of codes and regulations governing depositions.	3.10	2.06
16	14	Knowledge of standard deposition procedures and protocols.	3.54	1.94
22	15	Knowledge of codes pertaining to when to go on and off record in deposition.	3.68	2.02
28	16	Knowledge of reporter's responsibility to interrupt or stop the proceedings to ensure the accuracy of the record.	4.62	2.11
34	17	Knowledge of codes pertaining to disclosure of personal or financial conflicts of interest.	2.92	1.94
39	18	Knowledge of responsibility to disclosure of services and products to all parties.	3.49	1.63
44	19	Knowledge of procedures for suspension of deposition proceedings.	2.75	1.38
48	20	Knowledge of procedures to cite a witness.	2.45	1.67
51	21	Knowledge of codes pertaining to simultaneous recording of a deposition by audiotape or videotape. (eliminated)	2.55	1.15
53	22	Knowledge of code authority for CSR to administer oaths.	3.18	2.31
55	23	Knowledge of codes and regulations regarding impartiality of the reporter.	3.96	2.57
57	24	Knowledge of state regulations pertaining to archiving of stenographic notes on paper or electronic media.	4.05	2.25
59	25	Knowledge of protocols for marking and handling of exhibits in depositions.	3.34	1.60
61	26	Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter.	4.05	1.72

IV. Transcript Production

ITEM # IN QUEST.	ITEM # IN OUTLIN E	KNOWLEDGE STATEMENTS	MEAN IMP	MEAN AQUI
4	27	Knowledge of standard formats for case law citations.	2.79	2.24
11	28	Knowledge of procedures to indicate in the body of a certified transcript where exhibits are marked and received.	3.97	1.98
17	29	Knowledge of procedures to create a witness and exhibit index for the certified transcript.	4.07	1.78
23	30	Knowledge of codes pertaining to Minimum Transcript Format Standards for legal proceedings.	3.31	1.45
29	31	Knowledge of requirements for setup of title and appearance of pages in certified transcripts.	4.28	1.88
35	32	Knowledge of procedures to attach exhibits to certified transcripts.	3.18	1.48
40	33	Knowledge of protocols for preparing excerpts or partial transcripts of legal proceedings.	3.29	1.27
5	34	Knowledge of codes and procedures for timely transcript preparation.	3.88	2.21
12	35	Knowledge of procedures regarding replacement of original certified transcripts. (eliminated)	2.72	1.20
18	36	Knowledge of codes for filing or lodging depositions with the court. (eliminated)	1.86	1.07
24	37	Knowledge of codes pertaining to limited use of rough draft transcripts. (eliminated)	3.10	1.17
30	38	Knowledge of codes pertaining to waiver of signature on a deposition.	2.87	1.33
36	39	Knowledge of codes pertaining to availability of and signing of original certified transcript by deponent.	2.88	1.47
41	40	Knowledge of codes pertaining to the confidentiality of juvenile proceedings and transcripts. (eliminated)	2.75	1.13
45	41	Knowledge of standard procedures for preparation of appeal transcripts. (eliminated)	2.45	.91

49	42	Knowledge of duties related to transcription of notes in criminal proceedings. (eliminated)	2.47	1.12
52	43	Knowledge of duties related to transcription of notes in civil proceedings.	3.54	1.72
54	44	Knowledge of duties related to reporting and transcribing grand jury proceedings. (eliminated)	1.34	.66
56	45	Knowledge of requirements for certification of transcripts.	3.90	2.13
58	46	Knowledge of procedures and protocols pertaining to sealed and/or confidential transcripts.	3.66	1.48
60	47	Knowledge of codes pertaining to augmentation of certified transcripts. (eliminated)	2.69	1.09
62	48	Knowledge of codes pertaining to changes and/or corrections on certified transcripts.	3.26	1.45

V. Sales and Distribution of Products and Services

ITEM # IN QUEST.	ITEM # IN OUTLIN E	KNOWLEDGE STATEMENTS	MEAN IMP	MEAN AQUI
6	49	Knowledge of codes pertaining to disposition of certified original transcripts by deposition officer.	3.15	1.80
13	50	Knowledge of codes pertaining to distribution and billing of transcripts to parties in workers' compensation proceedings. (eliminated)	2.25	1.02
19	51	Knowledge of code authority to sell transcripts to parties or nonparties.	3.15	1.32
25	52	Knowledge of procedures to seal and distribute original transcripts of depositions. (eliminated)	2.51	1.16
31	53	Knowledge of Transcript Reimbursement Fund for low-income or indigent parties. (eliminated)	1.54	1.29
37	54	Knowledge of transcription fees for official/pro tempore court reporters. (eliminated)	2.39	.98

42	55	Knowledge of transcription fees pertaining to daily copy in civil proceedings for official/pro tempore court reporters. (eliminated)	2.17	.87
46	56	Knowledge of codes pertaining to fees to be charged for duplicate copies of transcripts prepared on electronic media by official/pro tempore reporters. (eliminated)	1.81	.71
50	57	Knowledge of codes pertaining to responsible parties for payment of services.	2.71	1.32

VI. Applied Technology

ITEM # IN QUEST.	ITEM # IN OUTLINE	KNOWLEDGE STATEMENTS	MEAN IMP	MEAN AQUI
7	58	Knowledge of computer-aided transcription technology, equipment, and its usage.	4.66	1.87
14	59	Knowledge of interactive realtime reporting applications.	3.06	1.24
20	60	Knowledge of protocols for electronic submission of transcripts. (eliminated)	2.35	.86
26	61	Knowledge of procedures to maintain transcript files on electronic media.	3.61	1.38
32	62	Knowledge of procedures and protocols for reporting proceedings involving participants in remote locations via audio and/or video technologies. (eliminated)	2.33	.92

APPENDIX B – QUESTIONNAIRE



COURT REPORTERS BOARD OF CALIFORNIA
2535 Capitol Oaks Drive, Suite 230
Sacramento, CA 95833
(916) 263-3660 / Fax (916) 263-3664
www.courtreportersboard.ca.gov



Dear Survey Respondent:

On behalf of the Court Reporters Board, I would like to thank you for participating in the Certified Shorthand Reporters (CSR) Occupational Analysis. State licensing boards are mandated to protect the public by developing licensing examinations that determine competency for licensure. The examinations require candidates to demonstrate that they possess the knowledge, skills, and abilities that the professional community defines as being necessary to perform safely and effectively in independent practice.

The Court Reporters Board of California needs your help in identifying the knowledge licensed certified shorthand reporters need on the job. The results of the occupational analysis will be used to update the certified shorthand reporter examination program so that it will reflect current practice. Your responses will be combined with those of other licensed court reporters to determine group trends. Your individual responses will be kept confidential.

This questionnaire has two parts:

PART I asks you for background information about yourself and your current job.

PART II asks you to rate knowledge in terms of importance and at what point the knowledge is acquired.

Your participation is essential to the success of the occupational analysis, and your contributions will help ensure that future court reporters are qualified to practice.

Sincerely,

DAVID BROWN
Executive Officer

**Please complete each item in the questionnaire and return it
in the prepaid envelope no later than
JUNE 28, 2002**

**PART I
PERSONAL DATA**

The information you provide here is voluntary and confidential. It will be treated as personal information subject to the Information Practices Act (Civil Code, Section 1798 et seq.) and will be used only for the purpose of analyzing the ratings from this questionnaire.

CHECK ONE BOX PER ITEM

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1. Are you currently employed as a licensed certified shorthand reporter in California?</p> <p><input type="checkbox"/> Yes
<input type="checkbox"/> No</p> | <p>5. How many hours per week do you spend reporting and producing transcripts?</p> <p><input type="checkbox"/> 9 hours or less
<input type="checkbox"/> 10 to 19 hours
<input type="checkbox"/> 20 to 29 hours
<input type="checkbox"/> 30 to 39 hours
<input type="checkbox"/> 40 or more hours</p> |
| <p>2. How would you describe your primary work classification?</p> <p><input type="checkbox"/> Official court reporter
<input type="checkbox"/> Freelance reporter
<input type="checkbox"/> Hearing reporter
<input type="checkbox"/> State hearing reporter
<input type="checkbox"/> Other (please specify)
_____</p> | <p>6. How do you spend the majority of your working day as a CSR?</p> <p><input type="checkbox"/> Depositions
<input type="checkbox"/> Federal court
<input type="checkbox"/> Superior court
<input type="checkbox"/> State hearings
<input type="checkbox"/> Other
_____</p> |
| <p>3. How would you describe your primary work setting?</p> <p><input type="checkbox"/> Court system
<input type="checkbox"/> State agency
<input type="checkbox"/> Private reporting firm(s)
<input type="checkbox"/> Other (please specify)
_____</p> | <p>7. What do you use as your primary means of transcription?</p> <p><input type="checkbox"/> Computer-aided
<input type="checkbox"/> Realtime
<input type="checkbox"/> Dictation
<input type="checkbox"/> Typing</p> |
| <p>4. How many years have you been licensed as a CSR in California?</p> <p><input type="checkbox"/> 0 to 5 years
<input type="checkbox"/> 6 to 10 years
<input type="checkbox"/> 11 to 20 years
<input type="checkbox"/> More than 20 years</p> | <p>8. Do you utilize persons to assist you in transcription, proofreading, and/or binding?</p> <p><input type="checkbox"/> Yes
<input type="checkbox"/> No</p> |

9.	If yes, indicate what type of services you utilize. (Check all that apply.)	
	<input type="checkbox"/> Note-reader <input type="checkbox"/> Scopists <input type="checkbox"/> Proofreaders <input type="checkbox"/> Agency <input type="checkbox"/> Production assistant	Computer-assisted realtime translation (CART) <input type="checkbox"/> Construction law <input type="checkbox"/> Conventions and meetings <input type="checkbox"/> Criminal law <input type="checkbox"/> Dependency law <input type="checkbox"/> Discrimination <input type="checkbox"/> Domestic <input type="checkbox"/> Employment law <input type="checkbox"/> Entertainment <input type="checkbox"/> Environmental <input type="checkbox"/> Family law <input type="checkbox"/> Forensic <input type="checkbox"/> General malpractice <input type="checkbox"/> Grand jury <input type="checkbox"/> Immigration <input type="checkbox"/> Intellectual property <input type="checkbox"/> Juvenile <input type="checkbox"/> Landlord-tenant <input type="checkbox"/> Law and motion <input type="checkbox"/> Law enforcement <input type="checkbox"/> Legal malpractice <input type="checkbox"/> Legislative <input type="checkbox"/> Maritime <input type="checkbox"/> Medical examinations <input type="checkbox"/> Medical malpractice <input type="checkbox"/> Mental health <input type="checkbox"/> Military law <input type="checkbox"/> Oil and gas <input type="checkbox"/> Patents and trademarks <input type="checkbox"/> Personal injury <input type="checkbox"/> Probate <input type="checkbox"/> Product liability <input type="checkbox"/> Public and private hearings <input type="checkbox"/> Public interest <input type="checkbox"/> Real estate <input type="checkbox"/> Tax law <input type="checkbox"/> Traffic court <input type="checkbox"/> Transportation law <input type="checkbox"/> Witness statements <input type="checkbox"/> Workers' compensation <input type="checkbox"/>
10.	What describes the location of your primary work setting?	
	<input type="checkbox"/> Urban (greater than 50,000 people) <input type="checkbox"/> Rural (less than 50,000 people)	
11.	What is the highest level of education you have achieved?	
	<input type="checkbox"/> On-the-job training (1) <input type="checkbox"/> Court reporting school (2) <input type="checkbox"/> Associate degree (3) <input type="checkbox"/> Bachelor's degree (4) <input type="checkbox"/> Master's degree (5) <input type="checkbox"/> Doctorate (6) <input type="checkbox"/> Other formal education (please specify) (7)	
12.	Over the past year have you worked as a CSR on any of the following types of court cases or depositions? (Check all that apply.)	
	Administrative law <input type="checkbox"/> Agriculture <input type="checkbox"/> Arbitration and mediation <input type="checkbox"/> Bankruptcy <input type="checkbox"/> Broadcast captioning <input type="checkbox"/> Business litigation <input type="checkbox"/> Competency hearings <input type="checkbox"/>	

13. In what county do you conduct the majority of your work? (Select ONE two-digit code.)

01 Alameda	21 Marin	41 San Mateo
02 Alpine	22 Mariposa	42 Santa Barbara
03 Amador	23 Mendocino	43 Santa Clara
04 Butte	24 Merced	44 Santa Cruz
05 Calaveras	25 Modoc	45 Shasta
06 Colusa	26 Mono	46 Sierra
07 Contra Costa	27 Monterey	47 Siskiyou
08 Del Norte	28 Napa	48 Solano
09 El Dorado	29 Nevada	49 Sonoma
10 Fresno	30 Orange	50 Stanislaus
11 Glenn	31 Placer	51 Sutter
12 Humboldt	32 Plumas	52 Tehama
13 Imperial	33 Riverside	53 Trinity
14 Inyo	34 Sacramento	54 Tulare
15 Kern	35 San Benito	55 Tuolumne
16 Kings	36 San Bernardino	56 Ventura
17 Lake	37 San Diego	57 Yolo
18 Lassen	38 San Francisco	58 Yuba
19 Los Angeles	39 San Joaquin	
20 Madera	40 San Luis Obispo	

YOU HAVE COMPLETED PART I OF THE SURVEY QUESTIONNAIRE.
GO ON TO PART II.

PART II
INSTRUCTIONS FOR RATING KNOWLEDGE

In this part of the questionnaire, rate each statement as it relates to your current job. Your ratings should be based on how important you feel a knowledge is to the performance of your job and at what point this knowledge was acquired. If there is knowledge that you do not use or have not acquired, rate the knowledge zero ("0") to indicate "does not apply." It is important to provide ratings for ALL knowledge statements.

Circle ONE number in each rating scale that corresponds to your response. Use the rating scales on the next page.

RATING SCALES

IMPORTANCE

How important is this knowledge with regard to your job performance during the past year?

- 0 DOES NOT APPLY; NOT REQUIRED. This knowledge does not apply to my job; it is not required for job performance.
- 1 MINOR IMPORTANCE. This knowledge is of minor or incidental importance for job performance; it is useful for some minor part of my job.
- 2 FAIRLY IMPORTANT. This knowledge is fairly important relative to other knowledge; however, it does not have the priority or importance of most other knowledge in my job.
- 3 MODERATELY IMPORTANT. This knowledge is moderately important for job performance in some relatively major part of my job.
- 4 VERY IMPORTANT. This knowledge is very important for job performance in a significant part of my job.
- 5 CRITICALLY IMPORTANT. This knowledge is critically important for my job performance.

ACQUIRE

At what point did you ACQUIRE this knowledge?

- 0 DOES NOT APPLY – I never acquired this knowledge.
- 1 ONLY BEFORE REGISTRATION. This rating indicates that I acquired this knowledge before becoming a CSR.
- 2 MOSTLY BEFORE REGISTRATION. This rating indicates that I acquired this knowledge mostly before becoming a CSR but acquired some aspects after becoming an CSR.
- 3 MOSTLY AFTER REGISTRATION. This rating indicates that I acquired this knowledge mostly after becoming a CSR but acquired some aspects before becoming an CSR.
- 4 ONLY AFTER REGISTRATION. This rating indicates that I acquired this knowledge after becoming a CSR.

EXAMPLES OF KNOWLEDGE RATINGS

KNOWLEDGE	IMPORTANCE	ACQUIRE
1. Knowledge of standard rules for spelling.	0 1 2 3 4 ⑤	0 ① 2 3 4
2. Knowledge of procedures to cite a witness.	0 1 2 3 ④ 5	0 1 2 ③ 4
3. Knowledge of techniques to mark unfamiliar terms in stenographic notes.	① 1 2 3 4 5	① 1 2 3 4 5

NOTE: *In knowledge number 3 the knowledge is rated zero because it is not important to this respondent's job performance.*

IMPORTANCE HOW IMPORTANT is this knowledge to performance of tasks in your <u>current</u> job?	ACQUIRE At what point did <u>you</u> ACQUIRE this knowledge?
0 - Does not apply 1 - Of minor importance 2 - Fairly important 3 - Moderately important 4 - Very important 5 - Critically important	0 - Does not apply 1 - Only before licensure 2 - Mostly before licensure 3 - Mostly after licensure 4 - Only after licensure

	KNOWLEDGE	IMPORTANCE 0 1 2 3 4 5	ACQUIRE 0 1 2 3 4
1.	Knowledge of methods and techniques for verbatim reporting of proceedings at a prescribed speed.	0 1 2 3 4 5	0 1 2 3 4
2.	Knowledge of reference sources for specialized technical terms.	0 1 2 3 4 5	0 1 2 3 4
3.	Knowledge of standard court procedures and protocol.	0 1 2 3 4 5	0 1 2 3 4
4.	Knowledge of standard formats for case law citations.	0 1 2 3 4 5	0 1 2 3 4
5.	Knowledge of codes and procedures for timely transcript preparation.	0 1 2 3 4 5	0 1 2 3 4
6.	Knowledge of codes pertaining to disposition of certified original transcripts by deposition officer.	0 1 2 3 4 5	0 1 2 3 4
7.	Knowledge of computer-aided transcription technology, equipment, and its usage.	0 1 2 3 4 5	0 1 2 3 4
8.	Knowledge of effective methods to distinguish multiple speakers.	0 1 2 3 4 5	0 1 2 3 4
9.	Knowledge of standard legal terms and phrases used in civil and criminal litigation.	0 1 2 3 4 5	0 1 2 3 4
10.	Knowledge of codes and regulations governing depositions.	0 1 2 3 4 5	0 1 2 3 4
11.	Knowledge of procedures to indicate in the body of a certified transcript where exhibits are marked and received.	0 1 2 3 4 5	0 1 2 3 4
12.	Knowledge of procedures regarding replacement of original certified transcripts.	0 1 2 3 4 5	0 1 2 3 4
13.	Knowledge of codes pertaining to distribution and billing of transcripts to parties in workers' compensation proceedings.	0 1 2 3 4 5	0 1 2 3 4
14.	Knowledge of interactive realtime reporting applications.	0 1 2 3 4 5	0 1 2 3 4
15.	Knowledge of common medical terms and phrases.	0 1 2 3 4 5	0 1 2 3 4
16.	Knowledge of standard deposition procedures and protocols.	0 1 2 3 4 5	0 1 2 3 4
17.	Knowledge of procedures to create a witness and exhibit index for the certified transcript.	0 1 2 3 4 5	0 1 2 3 4
18.	Knowledge of codes for filing or lodging depositions with the court.	0 1 2 3 4 5	0 1 2 3 4
19.	Knowledge of code authority to sell transcripts to parties or nonparties.	0 1 2 3 4 5	0 1 2 3 4
20.	Knowledge of protocols for electronic submission of transcripts.	0 1 2 3 4 5	0 1 2 3 4
21.	Knowledge of common medical prefixes, suffixes and roots.	0 1 2 3 4 5	0 1 2 3 4

IMPORTANCE HOW IMPORTANT is this knowledge to performance of tasks in your <u>current</u> job?	ACQUIRE At what point did <u>you</u> ACQUIRE this knowledge?
0 - Does not apply 1 - Of minor importance 2 - Fairly important 3 - Moderately important 4 - Very important 5 - Critically important	0 - Does not apply 1 - Only before licensure 2 - Mostly before licensure 3 - Mostly after licensure 4 - Only after licensure

	KNOWLEDGE	IMPORTANCE 0 1 2 3 4 5	ACQUIRE 0 1 2 3 4
22.	Knowledge of codes pertaining to when to go on and off record in deposition.	0 1 2 3 4 5	0 1 2 3 4
23.	Knowledge of codes pertaining to Minimum Transcript Format Standards for legal proceedings.	0 1 2 3 4 5	0 1 2 3 4
24.	Knowledge of codes pertaining to limited use of rough draft transcripts.	0 1 2 3 4 5	0 1 2 3 4
25.	Knowledge of procedures to seal and distribute original transcripts of depositions.	0 1 2 3 4 5	0 1 2 3 4
26.	Knowledge of procedures to maintain transcript files on electronic media.	0 1 2 3 4 5	0 1 2 3 4
27.	Knowledge of standard English grammar and word usage.	0 1 2 3 4 5	0 1 2 3 4
28.	Knowledge of reporter's responsibility to interrupt or stop the proceedings to ensure the accuracy of the record.	0 1 2 3 4 5	0 1 2 3 4
29.	Knowledge of requirements for setup of title and appearance pages in certified transcripts.	0 1 2 3 4 5	0 1 2 3 4
30.	Knowledge of codes pertaining to waiver of signature on a deposition.	0 1 2 3 4 5	0 1 2 3 4
31.	Knowledge of Transcript Reimbursement Fund for low-income or indigent parties.	0 1 2 3 4 5	0 1 2 3 4
32.	Knowledge of procedures and protocols for reporting proceedings involving participants in remote locations via audio and/or video technologies.	0 1 2 3 4 5	0 1 2 3 4
33.	Knowledge of general English vocabulary.	0 1 2 3 4 5	0 1 2 3 4
34.	Knowledge of codes pertaining to disclosure of personal or financial conflicts of interest.	0 1 2 3 4 5	0 1 2 3 4
35.	Knowledge of procedures to attach exhibits to certified transcripts.	0 1 2 3 4 5	0 1 2 3 4
36.	Knowledge of codes pertaining to availability of and signing of original certified transcript by deponent.	0 1 2 3 4 5	0 1 2 3 4
37.	Knowledge of transcription fees for official/pro tempore court reporters.	0 1 2 3 4 5	0 1 2 3 4
38.	Knowledge of standard rules for spelling.	0 1 2 3 4 5	0 1 2 3 4
39.	Knowledge of responsibility to disclosure of services and products to all parties.	0 1 2 3 4 5	0 1 2 3 4
40.	Knowledge of protocols for preparing excerpts or partial transcripts of legal proceedings.	0 1 2 3 4 5	0 1 2 3 4

IMPORTANCE HOW IMPORTANT is this knowledge to performance of tasks in your <u>current</u> job?	ACQUIRE At what point did <u>you</u> ACQUIRE this knowledge?
0 - Does not apply 1 - Of minor importance 2 - Fairly important 3 - Moderately important 4 - Very important 5 - Critically important	0 - Does not apply 1 - Only before licensure 2 - Mostly before licensure 3 - Mostly after licensure 4 - Only after licensure

	KNOWLEDGE	IMPORTANCE 0 1 2 3 4 5	ACQUIRE 0 1 2 3 4
41.	Knowledge of codes pertaining to the confidentiality of juvenile proceedings and transcripts.	0 1 2 3 4 5	0 1 2 3 4
42.	Knowledge of transcription fees pertaining to daily copy in civil proceedings for official/pro tempore court reporters.	0 1 2 3 4 5	0 1 2 3 4
43.	Knowledge of rules of standard punctuation.	0 1 2 3 4 5	0 1 2 3 4
44.	Knowledge of procedures for suspension of deposition proceedings.	0 1 2 3 4 5	0 1 2 3 4
45.	Knowledge of standard procedures for preparation of appeal transcripts.	0 1 2 3 4 5	0 1 2 3 4
46.	Knowledge of codes pertaining to fees to be charged for duplicate copies of transcripts prepared on electronic media by official/pro tempore reporters.	0 1 2 3 4 5	0 1 2 3 4
47.	Knowledge of common synonyms and homonyms.	0 1 2 3 4 5	0 1 2 3 4
48.	Knowledge of procedures to cite a witness.	0 1 2 3 4 5	0 1 2 3 4
49.	Knowledge of duties related to transcription of notes in criminal proceedings.	0 1 2 3 4 5	0 1 2 3 4
50.	Knowledge of codes pertaining to responsible parties for payment of services.	0 1 2 3 4 5	0 1 2 3 4
51.	Knowledge of codes pertaining to simultaneous recording of a deposition by audiotape or videotape.	0 1 2 3 4 5	0 1 2 3 4
52.	Knowledge of duties related to transcription of notes in civil proceedings.	0 1 2 3 4 5	0 1 2 3 4
53.	Knowledge of code authority for CSR to administer oaths.	0 1 2 3 4 5	0 1 2 3 4
54.	Knowledge of duties related to reporting and transcribing grand jury proceedings.	0 1 2 3 4 5	0 1 2 3 4
55.	Knowledge of codes and regulations regarding impartiality of the reporter.	0 1 2 3 4 5	0 1 2 3 4
56.	Knowledge of requirements for certification of transcripts.	0 1 2 3 4 5	0 1 2 3 4
57.	Knowledge of state regulations pertaining to archiving of stenographic notes on paper or electronic media.	0 1 2 3 4 5	0 1 2 3 4
58.	Knowledge of procedures and protocols pertaining to sealed and/or confidential transcripts.	0 1 2 3 4 5	0 1 2 3 4
59.	Knowledge of protocols for marking and handling of exhibits in depositions.	0 1 2 3 4 5	0 1 2 3 4

<p style="text-align: center;">IMPORTANCE</p> <p>HOW IMPORTANT is this knowledge to performance of tasks in your <u>current</u> job?</p> <p>0 - Does not apply 1 - Of minor importance 2 - Fairly important 3 - Moderately important 4 - Very important 5 - Critically important</p>	<p style="text-align: center;">ACQUIRE</p> <p>At what point did <u>you</u> ACQUIRE this knowledge?</p> <p>0 - Does not apply 1 - Only before licensure 2 - Mostly before licensure 3 - Mostly after licensure 4 - Only after licensure</p>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

	KNOWLEDGE	IMPORTANCE	ACQUIRE
60.	Knowledge of codes pertaining to augmentation of certified transcripts.	0 1 2 3 4 5	0 1 2 3 4
61.	Knowledge of protocols and procedures for reporting proceedings conducted through an interpreter.	0 1 2 3 4 5	0 1 2 3 4
62.	Knowledge of codes pertaining to changes and/or corrections on certified transcripts.	0 1 2 3 4 5	0 1 2 3 4

YOU HAVE COMPLETED PART TWO OF THE QUESTIONNAIRE.

THANK YOU FOR COMPLETING THIS QUESTIONNAIRE.

Please check to see that you have responded to every item and return the questionnaire in the postage paid envelope provided.

APPENDIX C – RESPONDENTS BY REGION

1 – LOS ANGELES AND VICINITY

Los Angeles	123
Orange	40

TOTAL LOS ANGELES: 163

2 – SAN FRANCISCO BAY AREA

Alameda	18
Contra Costa	11
Marin	8
Napa	3
San Francisco	43
San Mateo	11
Santa Clara	28
Solano	9

TOTAL BAY AREA: 131

3 – SAN JOAQUIN VALLEY

Fresno	16
Kern	12
Kings	1
Madera	1
Mariposa	1
Merced	4
San Joaquin	5
Stanislaus	6
Tulare	8

TOTAL SAN JOAQUIN: 54

4 – SACRAMENTO VALLEY

Butte	5
Sacramento	24
Sutter	2
Yuba	1

TOTAL SACRAMENTO: 32

5 – SAN DIEGO AND VICINITY

Imperial	1
San Diego	35

TOTAL SAN DIEGO: 36

6 – NORTHERN BORDER

Lake	2
Plumas	1
Shasta	3
Siskiyou	1
Trinity	1

***TOTAL NORTHERN
BORDER: 8***

7 – RIVERSIDE AND VICINITY

Inyo	1
Riverside	14
San Bernardino	16

TOTAL RIVERSIDE: 31

8 – SIERRA MOUNTAIN VALLEY

Calaveras	2
El Dorado	3
Nevada	2
Placer	4

***TOTAL SIERRA
MOUNTAIN VALLEY: 11***

9 - NORTH/CENTRAL COAST

Humbolt	4
Mendocino	1
Monterey	5
Santa Cruz	4
Sonoma	10

***TOTAL NORTH/CENTRAL
COAST: 24***

10 – SOUTH COAST

San Luis Obispo	1
Santa Barbara	13
Ventura	2

TOTAL SOUTH COAST: 16

11 – MISMARKED/MISSING

TOTAL MISSING: 18

TOTAL RESPONDENTS: 524